



L-gas to H-gas switch (market area switch)

What you should know about the upcoming switch in your gas supply from L-gas to H-gas.

Switching from L-gas to H-gas requires all gas appliances to be converted

Over the next few years, less and less L-gas will be available from the Netherlands and production in Germany. For this reason, it is necessary to gradually switch the natural gas supply in North and West Germany from L-gas to H-gas (natural gas with a higher calorific value) from other sources in Europe. This requires gas appliances to be technically converted to H-gas. The conversion is required by the Energy Management Act (Section 19a) (Energiewirtschaftsgesetz).

Impact on you as a natural gas customer

For you as a gas customer, nothing really changes. You will continue to receive natural gas reliably. The quality of the natural gas will actually improve, although you will not notice this once your gas appliances have been converted. The conversion won't directly affect your gas bill either.

To ensure a smooth transition, we require your support in some steps.

Who is allowed into your house or flat?

All companies and their employees commissioned by Avacon are obliged to identify themselves. They will do this with a company ID card issued by Avacon as well as their personal ID card. If you have any doubts about the authenticity, note down the name and call our support line at +49 (0) 53 51 – 3 99 69 09 before letting them inside. You have every right to do so.

How will the conversion take place?

First of all, we will determine what gas appliances you have. After that we will convert your gas appliances.

If you do not have time on the given days, please contact the Natural Gas Office (Erdgasbüro). You will find the number in your personal letter. The Natural Gas Office will arrange a suitable date with you while happily considering your requirements.

Determining what gas appliances you have

In the next few weeks, a company commissioned with the conversion will contact you to arrange a date to determine what gas appliances you have. A qualified employee will come to your home on the agreed day and note down all the details of your gas appliances. This will take about 15 minutes.

Avacon Netz GmbH

Schillerstraße 3
38350 Helmstedt

www.avacon-netz.de

Service Number

Network Customer Service
T +49 53 51-3 99-69 09
kundenservice@avacon.de

Emergency number

Natural Gas
T +49 800-4 28 22 66

Datum

13. Mai 2020

Sitz: Helmstedt
Amtsgericht Braunschweig
HRB 203312

Mitglieder der Geschäftsführung
Christian Ehret
Jörg Maaß
Rainer Schmitt diel

Converting your gas appliances

Depending on the type of appliances you have, the conversion company will contact you again either shortly before or after the switch to the new gas type to arrange a date for the conversion.

The conversion will take about 30 minutes. During this time, the gas appliances will be out of service.

What exactly will the conversion technician do to my gas appliances?

The conversion work will depend on the type of appliances you have. It will be carried out in accordance with the manufacturer's instructions of the appliance and may involve:

- Replacing the burner's nozzle/s
- Checking for safety deficiencies on and around the gas appliance
- Setting the nozzle pressure
- Performing a functional check
- Recording of any safety deficiencies in a deficiency form. These must be removed by a commissioned installation company. It's your safety that's at stake!

Will I have to pay for the conversion?

Important: None of the conversion technicians are allowed to request money from you! Avacon will bear all the costs and split them amongst all natural gas consumers in accordance with a procedure laid down by law.

Quality assurance

To ensure a high level of quality of the conversion from start to finish, about 10% of the appliances will be subject to quality assurance checks by an independent specialist. If you have been chosen for such a check, the company will get in touch with you.

Will my heating costs or other gas costs increase when I start receiving H-gas instead of L-gas?

No. Your heating costs or other gas costs will not increase due to the switch, since your bill is calculated based on the consumed energy rather than the gas volume.

Are natural gas cars affected?

Natural gas cars do not need to be converted, because their engines automatically adapt.

Further information

You can find further information in German about the market area switch and an overview of the communities and streets affected in the Avacon network on the Avacon internet portal. <http://www.avacon-netz.de/mru>